

Supporting Families through Early Help

This should be read in conjunction with the Council's general Privacy Notice: [Your privacy | Shropshire Council](#)

The detail below provides additional detail relating to the processing of Personal Data in relation to the provision of Supporting Families through Early Help.

How do we collect information from you?

We collect information from you when you visit the Shropshire Council website also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

Details of information obtained from third parties?

We will collect information from you and your family to help us provide the right Early Help Service to you. This will include information about you, your child/children and other members of your household. We need this to enable us to assess your child/children and family's needs.

This information will include:

- Name, date of birth, address and contact details
- Identifiers such as National Insurance Number and NHS Number..
- Ethnic group, home circumstances, language and health information.
- Any additional personal information that is necessary to enable us to provide you and your family with the correct service.

We may in some circumstances also check what previous services have been offered to you and your family, both internally within the Local Authority and across the Early Help Partnership. You will be asked questions in the Early Help Assessment that do not always relate to your circumstances, in this case no information will be recorded. Areas for discussion will include:

- Staying safe in the community
- Getting a good education and skills for life
- Improving children's life chances

- Improving living standards – this includes working status, financial difficulties or risk of homelessness
- Staying safe in relationships
- Living well, improving physical and mental health and wellbeing.

During your participation in the Early Help process we may access further relevant data to help us understand your current circumstances, this helps us to address all the family needs appropriately and ensure that you are being provided the correct service.

Data is provided from various sources and is only accessed on a need-to-know basis. Data about families is not made generally available to all practitioners working with a family, but only to those who may need to know certain information. The following data may be obtained:

- Crime, Anti-social behaviour and incidence of domestic abuse – Police data
- Young people involved in crime. – Police data and data from Youth Justice Team
- School attendance and exclusions – provided by schools and colleges to Shropshire Council and accessed by the One system
- Children on EHCP – One System
- Eligible children taking up their 24U place – One System
- Children accessing 3 and 4 year old placements – One System
- Children who have either had a social work assessment or have had a Child Protection or Child in Need plan. – Liquid Logic
- Adults out of work. DWP
- Adults out of work or at risk of financial exclusion. - DWP/assessment
- Families at risk of homelessness, including rent arrears. - Housing providers/private landlords/Housing Options
- Young people not in education, employment or training. NEET data
- Families affected by domestic violence and abuse. Police data and Liquid Logic

How is your information used?

Personal information is captured and recorded during the Early Help process; via an Early Help Assessment and during the Team Around the Family Process. This information is stored on a case management system. This enables the worker supporting you to identify services across the Early Help Partnership, who may be able to offer support for you and your family.

The purpose of collecting and retaining your personal information is to fulfil the Local Authority's responsibility under Public Task.

Data also helps us understand the difference we are making as an Early Help Service and ensures families get the right support at the right time.

Digital Economy Act 2017

Under Section 35 of the Digital Economy Act 2017 the public service delivery power allows the sharing of personal data between partners listed in the Act for the purposes of:

- condition 1: the purpose is the improvement or targeting of a public service provided to individuals or households, or the facilitation of the provision of a benefit (whether or not financial) to individuals or households;
- condition 2: the purpose is the improvement of the well-being of individuals or household.

As such the purpose of Supporting Families through Early Help will apply to this and the data shared can be used for this overall objective and more specifically for identifying individuals or households who face multiple disadvantages and enabling the improvement or targeting of public services to such individuals or households and providing for the monitoring and evaluation of programmes and initiatives.

Research and statistics

There may be other times where some personal information and special category data may be shared with government agencies, for evaluation and research purposes only. The Public Service Delivery chapter of the Digital Economy Act 2017 allows specified bodies to share personal information for objectives which are set out in the regulations, including addressing “multiple disadvantages”.

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

Who has access to your information?

We may share some of your information with the following third parties for the reasons detailed:

Internal Departments with Shropshire Council

Educational Providers such as:

- Schools
- Colleges
- Early Years Providers

Health Services such as:

- Clinical Commissioning Group (CCG)
- Shropshire Community Health Trust, this includes Health Visitors, School Nurses and Family Nurse Partnership
- The Shrewsbury and Telford Hospital Trust
- Midlands Partnership NHS Foundation Trust includes BeeU (Emotional health and wellbeing service for people up to the age of 25)

Emergency Services such as:

- West Mercia Police
- Shropshire Fire and Rescue

Partner Agencies such as:

- Commissioned Providers
- Housing Providers
- Voluntary Sector
- Youth Activity Providers,
- Specialist services,

Other Public bodies e.g. Ofsted, National Government

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

How long will we keep your information for?

We keep and dispose of all records in line with our corporate retention schedule. We will comply with Data Protection legislation in regards to how long we keep your data.

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Keeping your data up to date

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Cookies & IP addresses

What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://shropshire.gov.uk/website-information/use-of-cookies/>

Complaints

If you would like to make a complaint regarding the use of your personal data you can contact the council's Data Protection Officer using the following details.

By Post: Information Governance

Legal and Governance
Resources Directorate
Shropshire Council
Shirehall
Abbey Foregate
Shrewsbury
SY2 6ND

By email: information.request@shropshire.gov.uk

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO): Details are available from their website: [Information Commissioner's Office \(ICO\)](#)